



[www.woodside-medical-practice.org](http://www.woodside-medical-practice.org)

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Dr I Donnellan | Dr M Thompson | Dr A Harwood

### **Practice Manager Vacancy**

Woodside Medical Practice is looking for a Practice Manager to join their friendly team in Telford, as the current Practice Manager is due to retire.

The practice has just under 7000 patients, and is housed in a partner owned building. The practice is in Telford, which has a rapidly growing population, with a lot of new housing and a young mobile population. Woodside has a higher than average young population, and also deprivation that is higher than the surrounding areas.

The practice has a great team of staff consisting of: 3 GP Partners, 1 Salaried GP, 3 Nursing staff, and 9 Admin staff. The Practice also is part of the South East Telford Primary Care Network (SET PCN) with associated staff working at the practice and currently being recruited.

The practice has GMS status and its last Care Quality Commission rating was 'Good'

We require the practice manager to demonstrate effective leadership quality, be financially astute and IT literate, with excellent communication skills that are needed to ensure that the interface with Partners, Staff, Patients and professional contacts are maintained, and that the practice is professionally represented.

Further information is available via the website: <https://www.woodside-medical-practice.org.uk/>

**Should you wish to apply for this position, then please send your application in the form of both a CV and a Covering letter to [pm.woodside@nhs.net](mailto:pm.woodside@nhs.net) by 19<sup>th</sup> April 2022. The Covering letter should describe how your experience and skills match the requirements for the role, and what your personality will bring to the practice.**

**Should you be interested in this position, however would like to visit the practice first or discuss this post informally, then please also email as above.**

### **Job Description**

**Salary Range:** £40,000 - £50,000 per annum

**Hours:** 37.5 per week

**Reporting To:** GP Partners

### **Purpose:**

You will lead and manage the Practice in cohesion with the GP Partners to ensure agreed aims and objectives are met, resulting in high quality patient care within a profitable, efficient, safe and effective working environment. You will embed a culture of openness, transparency and trust throughout the wider Practice Team. You will lead change management programmes to ensure patients have access to the appropriate healthcare services that meet their needs in line with NHS Guidelines and wider primary care networks.

**Key Responsibilities:**

1. Keep abreast of current affairs and identify potential threats and opportunities
2. Develop with the Partnership and lead on the Strategy by formulating objectives whilst researching and developing ideas for future practice development and improvement
3. Develop with the Partnership, a suitable business plan to ensure the business meets its aims and objectives
4. Provide leadership and management to enable the Practice to meet its agreed aims and objectives
5. Monitor and evaluate performance of the Practice Teams against objective whilst identifying areas for, and managing change
6. Develop and maintain effective communication within the Practice and with relevant external agencies
7. Work collaboratively with the wider Practice Teams to ensure the efficient running of the Practice
8. Work professionally, flexibly with a practical approach, essential within a Primary Care setting
9. Ensure all statutory requirements are met
10. Represent and lead the Practice forward, maintaining good working relationships with all relevant outside agencies and professional bodies
11. Lead the Practice to identify and act upon any areas of improvement where efficient working processes can maximise patient satisfaction and business financial sustainability
12. Oversee all HR activities within the Practice, including; recruitment, induction, retention, competency deployment, development, absence management, performance management, appraisals, disciplinary and grievance processes, maintain up to date records and documentation, monthly payroll and pension payments
13. Manage the financial probity of the Practice, including; monitoring and tracking all financial payments, budgeting and forecasting for the year ahead, managing cashflow, income generation, patient turnover and capitation, submit timely records for year-end accounting processes
14. Lead in monthly Practice, Strategy, Finance and Clinical Review meetings
15. Develop Practice protocols and procedures, reviewing and updating as required
16. Ensure the Practice premises are properly maintained and cleaned by managing a team of in-house cleaning staff
17. Ensure the Practice has adequate fire prevention measures and security systems are in place
18. Develop and review Safety, Health & Environment (SHE) Policies, including appropriate COSHH requirements to maintain the safety of staff, locums, patients and visitors to the Practice
19. Develop and review a Business Continuity Plan
20. Lead on the development of CQC policies and monitor effectiveness via Self Assessment Reports and Quality Improvement Plans
21. Undertake risk assessments
22. Adopt a strategic approach to the development and management of patient services

23. Ensure development and delivery is in accordance with local and national guidelines
24. Ensure the Practice complies with NHS contractual obligations in relation to patient care
25. Maintain registration policies
26. Monitor and enhance repeat prescribing systems
27. Monitor, enhance and manage an effective appointment system
28. Routinely monitor and assess practice performance against patient access and demand management targets
29. Monitor and ensure an effective complaints management policy, process and system
30. Lead on the quarterly Patient Participation Group meetings and action outcomes accordingly
31. Understand and abide by confidentiality principles at all times
32. Report any incidents that may compromise the health and safety of yourself and others
33. Work in accordance with Equality and Diversity Policy, Data Protection, Health & Safety and organisational dress codes

**Person Specification:**

ESSENTIAL (SKILLS)	DESIRABLE (SKILLS)
Experience of Primary Care	Practice Management experience
IT literate, including experience in using Office365 and associated applications	Experience of EMIS
Experience in dealing with external organisations at management level	Knowledge of local healthcare requirements
Knowledge of employment law, health and safety legislation, risk assessments and COSHH	Experience of managing websites
Experience of dealing with all aspects of the HR Employee Lifecycle	Experience of handling payroll and pension software
Experience of financial management, budgeting, invoicing, and accounts	Relevant management qualification(s)
Experience of complex administration and record keeping in an office environment	Health & Safety qualification(s)
Ability to understand and learn new software and administrative procedures	Management experience in a similar industry or organisation
Experience of dealing with members of the public	
Excellent knowledge of GDPR compliance	

Honest, caring and resourcing, hardworking and able to work under pressure	
Understanding, acceptance and adherence to strict confidentiality	
Good communicator and able to manage upwards and downwards	
Ability to work with and leave the team	
Ability to work autonomously, initiate and self-direct own workload and determine priorities	
Ability to grasp new concepts and work on a self-directed basis	
Have demonstrable organisational skills, and a commitment to professional development	
Ability to delegate, mentor, listen and empathise	
Resilient and able to effectively problem solve	